



Cloudpermit 

Pricing Proposal

Cloudpermit

11911 Freedom Drive, Ste. 720
Reston, Virginia 20190
United States

Proposal

Proposal #: Q-01477-2
Customer #: CUST-0007945
Date: 9/6/2023
Expires On: 8/9/2023
Sales Person: Frank Ficaro
Sales Person Email: frank.ficaro@cloudpermit.com
Delivery Method: E-Mail

Ship To
Chad Fabry
Brockport
127 Main Street
Brockport, New York 14420
United States
(585) 637-5300
cfabry@brockportny.org

Bill To
Brockport
127 Main Street
Brockport, New York 14420
United States

Subscription

Product Name		Year 1	Year 2	Year 3
Building	Start Date	10/1/2023	10/1/2024	10/1/2025
	Total	USD 3,800	USD 3,800	USD 3,800
Business Licensing	Start Date	10/1/2023	10/1/2024	10/1/2025
	Total	USD 2,600	USD 2,600	USD 2,600
Land Use	Start Date	10/1/2023	10/1/2024	10/1/2025
	Total	USD 2,200	USD 2,200	USD 2,200
Code Enforcement	Start Date	10/1/2023	10/1/2024	10/1/2025
	Total	USD 1,000	USD 1,000	USD 1,000
Subscription Total:		USD 9,600	USD 9,600	USD 9,600

Service

Description	Total
Data Import	USD 5,000
Implementation Fee	USD 6,000
Service Total:	USD 11,000

Customer Total First Year: USD 20,600

Terms & Conditions

Validity of this quote: 30 days from date of creation

Term: 3 years, billable annually

Payment Term: Net 30 days from Invoice Date

Invoicing: Subscription invoice to be sent after contract is signed and then annually.

Implementation payments: 50% (M1) due upon implementation start and 50% due after implementation is complete (M2).

All stated prices are exclusive of any taxes.

Annual Subscription Fee

Cloudpermit's software licensing model is different from most vendors because it is designed to reflect the needs, convenience, and business realities of small and mid-sized local governments.

The annual fee includes everything the client needs to operate and maintain the software on an ongoing basis. There are no hidden fees and no cost for newly developed features in each module.

Included in the Annual Subscription Fee:

- ✔ Unlimited user licenses for municipal staff
- ✔ Access to all software features (including mobile features)
- ✔ Unlimited data storage
- ✔ Online portal for public users to submit online
- ✔ Core integrations (GIS, Online Payments)
- ✔ Support and maintenance (described below)

Implementation and Training

Implementation

Cloudpermit is an out-of-the-box SaaS solution purpose-built for local government building departments. The implementation process is standardized, while considering the specific and unique needs of each client. Implementation typically takes between 4-8 weeks. Little to no IT support is required from the client.

Training

Cloudpermit provides training for end-users and administrative users throughout the implementation of the software. Training takes between 4-6 hours and is done in the client's uniquely configured environment.

Maintenance and Support

Maintenance

Maintenance is included with the annual subscription fee. Cloudpermit updates the software every 3-4 weeks, for a minimum of 12 updates per year. Updates are managed by Cloudpermit's development team, requiring no effort from the client's end-users or IT staff. Updates are hot-patched, meaning there is no system downtime for end-users.

Cloudpermit's release notes are public and available at the following link:

<https://support.cloudpermit.com/support/solutions/67000379501>

Support

Support is included with the annual subscription fee for each solution.

Cloudpermit provides the following support resources:

- ✔ Phone-in help desk support – Available from 7:30AM-8:30PM EST Monday-Friday
- ✔ Industry standard support ticketing portal for clients
- ✔ Self-help portal for municipal end-users, as well as public applicants (builders/developers)

Cloudpermit's support portal is updated in line with monthly releases, and is available to the public at the following link:

<https://support.cloudpermit.com/support/home>

Implementation Timeline

The implementation schedule is mutually agreed upon before the kickoff meeting and documented with a project plan.

Check out our standard implementation schedule below.

Cloudpermit Estimated Project Timeline	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Week 13	Week 14	Week 15	Week 16	Week 17	Week 18	Week 19	
Building Department	5-6 weeks																			
Code Enforcement						4-5 weeks														
Planning Department										8-10 weeks										

Implementation Model

Both Cloudpermit's team and the customer are responsible for performing tasks during the implementation process.

Kickoff:

The kickoff meeting starts the implementation process. Your designated Implementation Specialist, your staff, and key stakeholders meet to review an overview of the software, discuss goals and objectives, schedule, and plan for a successful implementation.

Workshop:

The workshop ensures that the Implementation Specialist has a clear understanding of the business processes, details that government staff needs to collect from the applicant, fee schedules, payment providers, any needed integrations and costs, and any needed templates.

Configuration:

The software is configured with the features and functionalities the customer needs.



Cloudpermit provides community development software. We offer simple and online software solutions for building permitting, business licensing, planning & zoning, and code enforcement.



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Cloudpermit Implementation Model



Training & Testing:

The customer will meet with their Implementation Specialist for two standard training sessions. Additional Training: Most customers feel prepared to start using Cloudpermit at the end of their training sessions. Sometimes, additional training is necessary. In this case, customers can order additional training for an additional cost.

Go-Live:

The go-live includes a go/no go decision prior to a scheduled go-live meeting where the training environment goes to production. At the go-live meeting, the customer will submit their first building permit, application, or create their first case within Cloudpermit.

Milestones & Acceptance Criteria:

Milestones are used to accept that you have completed a step in the implementation process. As each milestone is completed, the customer receives and must sign a Milestone Acceptance Document to agree the milestone has been reached.

If there are any go-live blockers or corrections needed, customers must inform Cloudpermit's team.

Change Management:

If additional needs are identified during the implementation process that are outside of the project scope, a change request is made.

Additional Services Cost

Cloudpermit can provide additional services as per the price list with a change order.

For on-site meetings, travel and per diem expenses will be invoiced to the customer in accordance with the Cloudpermit Travel Policy. This includes airfare, mileage, hotel accommodations, and daily per diem.

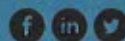
Let us know if you have any questions and we're looking forward to working with you.



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Where is the data stored?

All data is stored in the US and hosted on Google Cloud Services.

How is data stored securely?

Triple redundant co-location is in place with three geographically separate data centers. All data is encrypted both in transit and at rest.

How often are passwords reset?

Minimum password strength requirements are in place for all users, and passwords must be reset every 6 months.

How often are backups done?

System backups are done hourly.

What is Cloudpermit uptime guarantee?

Cloudpermit guarantees 99.99% uptime annually.

Who owns the data?

The client owns their data, Cloudpermit merely hosts it.

Is there a limit to the amount of data storage?

There is no data storage limit..

What are the benefits of Cloudpermit's security?

Cloudpermit's security measures ensure that client data is stored safely, and accessibility is maintained at all times.

Can I view more information about Cloudpermit's security protocols?

Yes, you can visit our [website](#) for more information on our security measures.

Are there any known security issues with Cloudpermit's system?

No, Cloudpermit's security system is regularly updated to prevent any security breaches.



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Why Cloudpermit?

Building Permitting and Licensing
Software Made Simple



Accessible 24/7

Work in the field, issue applications from your couch, and cut down on time spent at the front counter. All users can access Cloudpermit from their phone, tablet, and computer without any installations or downloads — just log in online.

Time-Saver

Your staff, citizens, and workers can do everything online. Staff always get complete applications from their citizens and no one needs to travel to the office to reinput notes or submit documents.

User-Friendly

Benefit from community development software that doesn't have any frills or added expenses you don't need. It's intuitive and easy for all users to enjoy, even those who aren't good with tech.

Community Growth

Facilitate community growth with increased revenue by speeding up processes. Make your community a better place to live, build, and grow.



Our Solutions

Building Permitting and Licensing
Software Made Simple



Building Permitting

Use government permitting software to provide better citizen service, organize your building permits, and accept complete applications.



Business Licensing

Enjoy business license software that lets your team issue and renew business licenses, access property information, and use interactive maps.



Planning & Zoning

Take advantage of planning and zoning software to issue land use permits and achieve greater land management.



Code Enforcement

Benefit from code enforcement management software that allows code compliance officers to accept complaints online, view case history in chronological order, and communicate with direct and group messages.

Don't take our word for it...

Listen to our partners

“Every part of **my Cloudpermit journey has been easy** and everything that I was promised in the sales process has been delivered.”

Julie Wicker, Clerk for the Town of Wilson, Wisconsin

“Cloudpermit cuts the fluff and focuses on what building departments need while being **cost-effective and user-friendly.**”

Thomas Hager, Building Official for Town of Pulaski, Virginia





“We always communicate to our citizens that we understand the importance of their building permit, and by making our building permit process easy with Cloudpermit, **we can show them how important their building permit is to us.**”

Kieran McMullen, Building Inspector/Code Enforcement for the City of Darien, Georgia

700+
Customers

16M
Inspections

14M
Building Permits

39M
Citizens




Enjoy community development software that was designed with **governments and agencies just like yours.**



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Building Permitting

SOFTWARE SOLUTION

Cloudpermit 

Use Anytime, Anywhere

Access Cloudpermit 24/7 on your phone, tablet, or laptop with any browser or operating system.

Accept, Review, and Issue Building Permits

Work online to receive and issue building permit applications with ease and without paper.

Receive Complete Building Permit Applications

Force citizens to complete applications before they can click 'submit' with mandatory input fields.

Conduct On-site Mobile Building Inspections

Manage all data, contact information, drawings, reports, etc., in the field by starting and finishing building inspections on-site.

Use Maps Integrated with Your GIS

Select building permit locations, view detailed property information and plan optimal inspection routes.

Change and Modify Workflows

Select building permit types from a pre-configured structure, and manage requirements, including forms, drawings, reviews, and inspections for each type of application.

Gain Insight with Reports

Create reports, such as for permits, assessments, payments, inspections, reviews, etc.

Accept Payment

Enable online and over-the-counter payments, send notifications for due payments, and determine a detailed list of fees.

Keep All Communication in One Place

Send direct and group time-stamped messages for organized conversations.

Get Up and Running Quickly


Start using Cloudpermit within weeks without costly integrations or IT support.

Cloudpermit provides community development software. We offer simple and online software solutions for building permitting, planning & zoning, and code enforcement.



Code Enforcement

SOFTWARE SOLUTION

Cloudpermit 

Use Anytime, Anywhere

Access Cloudpermit 24/7 on your phone, tablet, or laptop with any browser or operating system.

Accept Complaints from Citizens

Accept complaints and determine what contact information is required for complainants.

Create Cases and Violations in the Field

Work in the field and search past building permits, previous complaints, cases, and history of a property.

Conduct On-site Inspections

Input notes and complete reports in the field on any mobile device.

View Case History in Chronological Order

Access data, contact information, reports, photos, etc., in chronological order.

Share Photos

Upload photos to cases, violations, and inspections.

Use Maps Integrated with Your GIS

Select case locations, view detailed property information, plan optimal inspection routes.

Accept Payment

Enable online and over-the-counter payments, send notifications for due payments, and determine a detailed list of fees.

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Business Licensing

SOFTWARE SOLUTION

Cloudpermit 

Online Portal in the Cloud

Log into Cloudpermit whenever and wherever suits you best.

- ✓ Use any mobile device via the Internet
- ✓ Benefit from storing information in the cloud
- ✓ Automatically save and protect information in real-time
- ✓ Send direct or group time-stamped messages

License Dashboard View

Access all the information you need most often on your dashboard as soon as you log into Cloudpermit.

- ✓ Find the most recent applications
- ✓ View upcoming due dates
- ✓ Automate fee calculations
- ✓ Check business owner information
- ✓ Verify the status of an application

GIS Integrated Maps

Seamlessly integrate your GIS for accurate and relevant location information.

- ✓ Find up-to-date property information
- ✓ Plan routes for site visits
- ✓ Separate areas into zones

Data Import

Easily import past business licenses into Cloudpermit.

- ✓ Move existing data into a new system
- ✓ Store past business licenses online
- ✓ Keep all information in one place

Renewal Management

Renew business licenses with ease online.

- ✓ Get notified before renewals are due
- ✓ Send automatic email notifications to business owners for renewals
- ✓ See dashboard view for upcoming renewals

Document Management

Manage and sort documents simply and quickly with Cloudpermit.

- ✓ Manage documents for multiple business licenses
- ✓ Filter and sort relevant information

Reporting

Take advantage of custom reports and one-click downloads to learn more about the data surrounding your business licenses.

- ✓ Create reports for business license renewals
- ✓ Use templates
- ✓ Track outstanding fees
- ✓ Download reports as an Excel or CSV file

Payment and Fee Calculations




Set up online and over-the-counter payments.


- ✓ Send notifications for due payments
- ✓ Calculate fees for business licenses
- ✓ Manage overdue fees

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- ✓ Send direct or group time-stamped messages

Building Permits and Land Use Permits

Accept and issue a land use permit before accepting a building permit application.

- ✓ Building, planning, and zoning departments can work together
- ✓ Require land use permits before building permits can be issued
- ✓ Allow collaboration between building, planning, and zoning departments

Applications

Receive complete land use permit applications as citizens must complete all fields before their application can be submitted.

- ✓ Send automatic updates when the status of a permit changes
- ✓ Accept land use permit and building permit applications in the same software

GIS Integrated Maps

Seamlessly integrate your GIS for up-to-date information and interactive maps.

- ✓ Find accurate property information
- ✓ Calculate the size of a property
- ✓ Access detailed property information including different layers like heritage areas
- ✓ Search permit locations on a map

Meetings

Manage and sort meetings online.

- ✓ Organize meetings with stakeholders such as the board of appeals
- ✓ Generate meeting packages with important documentation for the board members
- ✓ Manage pre-consultation requests
- ✓ Create agendas using templates
- ✓ Assign applications to upcoming applications

Public Notice

Follow public notice guidelines with ease.

- ✓ Find public notice radius and use links/QR code to send updates to citizens
- ✓ Upload public opinion documents
- ✓ Track public opinion and set up a list of who needs to be contacted

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Circulation

Send circulation requests to receive responses in real-time.

- ✓ Record and organize all responses in the same software
- ✓ Enable real-time responses from stakeholders

Reporting

Determine and review different reports.

- ✓ Save commonly used reports with presets
- ✓ Download reports as CSV or Excel file

Configuration

Work with a trained Implementation Specialist to learn how to use the software.

- ✓ Modify lists and descriptions
- ✓ Access tutorials and support documents
- ✓ Configure default review types and descriptions

Conditions

Assign conditions to permits and clear them prior to closing the files.

- ✓ Allow collaboration between building, planning, and zoning departments

Payments

Collect payments from citizens.

- ✓ Allow citizens to pay with a credit card
- ✓ Let citizens know when their payment is due
- ✓ Configure fees and bills

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VILLAGE OF BROCKPORT

APPLICATION FOR PERMIT FOR WORK IN THE RIGHT OF WAY

_____ ADDITIONS/CHANGES \$1,500.00 and/or _____ NEW CONSTRUCTION \$2,500.00

Check made payable to: Village of Brockport

Please drop off or mail application to: Village of Brockport, 127 Main Street, Brockport, NY 14420

Applicant Name: _____

Applicant Address: _____

Applicant Phone Number: _____

Proposed Locations of Work: _____

Scope of work: (Attach necessary documents to describe the location of work, type of work, and purpose of work. Describe the number of personnel and equipment employed for the work.)

Attach proof of Worker's Compensation Insurance and proof of Liability Insurance (\$2,000,000) with the Village of Brockport, NY named as additional insured.

This permit is granted subject to the following conditions:

1. The work authorized by this permit shall be performed in a manner satisfactory to the Village Superintendent of Public Works. This permit shall expire after 6 months (180 days) after issuance of permit.
2. The applicant is to keep in good repair all other underground facilities and their appurtenances, and existing infrastructure which may be placed within the bounds of the ROW terms of this permit and is to save the Village harmless from all damages which may accrue by reason of their location in the ROW, and upon notice by the Village Superintendent, applicant agrees to make any repairs required for the protection and preservation of the street/road.
3. If the improvements, alterations, or appurtenances, et al, which are made under this permit are placed in a village road, they shall be so placed as not to interrupt or interfere with public travel upon the street/road; and the earth removed must be replaced, and the street/road left in all respects in as good condition as before the work commenced.
4. Care must be taken not to interfere with drainage ditches or structures.
 - a) Applicant will correct broken gutters caused as a result of their work performed.
 - b) Applicant must keep roadway clear of mud and debris.
 - c) Any disturbed areas of the right-of-way must be restored.
 - d) Any pavement cut from December 1st to April 1st will require a 5-inch-thick concrete patch (no cold patch) steel plated and coned for minimum of 24 hours, then plate promptly removed.

VILLAGE OF BROCKPORT

- e) Any pavement cut from April 2nd – November 30th will require a 3-inch-thick Type I Binder, Type 2 Top (no cold patch); coned for minimum of 24 hours, then promptly crack-sealed.
- f) Satisfactory performance of patches must be assured for a period of one year. Performance issues include, but are not limited to cracking, frost upheave, irregular surface issues, et al. The applicant agrees to make repairs necessary as determined by the highway superintendent.
- g) Applicant shall provide as-built schematics upon completion of work.
- h) Unless technically infeasible, all underground installations shall be installed on the opposite side of street/road as the watermain.
- i) Unless technically infeasible, excavation is to be performed on the private property owner side of the sidewalk; not in the village tree lawns.

It is agreed by the applicant that any injury or disturbances of the macadam portion of the street/road, its shoulders, or drainage ditches which may occur hereafter by reason of the installation of proposed improvements or alterations and their appurtenances shall be repaired by and at the expense of the applicant to the satisfaction of the superintendent.

I hereby agree to conform to the conditions listed above.

Dated: _____, 20____	_____ Applicant Name / Title
Dated: _____, 20____	_____ Applicant Signature
Dated: _____, 20____	_____ Village Superintendent
Dated: _____, 20____	_____ Code Enforcement Officer

All signatures must be present for Valid permit.